

ADD A TRUSTED PLATFORM (TPM) TO YOUR EU LOGIN



This guide will only work for you if you already have a well-functioning EU Login (relying on a verification method other than SMS) but want to enable the easier log in method using your computer as a Trusted Platform.

If you did not already activate an alternative method to the SMS verification, please refer to our special guide for migration after 1 July 2025.

TPM is **only designed for computers** (laptops or desktops). For iPads/tablets or smartphones, the activation of a **Passkey** is recommended (see separate guide).

First, make sure your computer is ready. The procedure in point 1 is split up into two parts: **1A – WINDOWS** og **1B – APPLE**.

1A – WINDOWS


Click on the Windows symbol  at the bottom of your screen, open the **Windows Settings**  and select **Accounts**. In the middle, scroll down to **Account Settings**.


Under **Sign in options**, among the three Windows Hello options, select the one which corresponds to the method you normally use to access your device: Windows Hello Face or Fingerprint or Windows Hello PIN. If you select PIN, you will be asked to configure your Windows Hello code which must be the same as the access code you use for your device. You may need to select “Change your PIN” and enter the same code again. Finally, you may be asked to enter your Microsoft password.

The Trusted Platform will only work on the Windows device on which it was enabled. If, however, you have a Google account and choose to enable synchronisation, your TPM will work on all the devices on which you are logged in with Google.

1B – APPLE (the exact terminology may vary according to the specific model)

Apple devices older than about 2017-18 are not designed to be made into a “Trusted Platform” (or Passkey). If, however, you accept synchronisation of your Apple devices, you only need to enable Trusted Platform on one of them, and it will work on all your Apple devices – **select the most recent device**.

iPad: Go to **System Settings**  > **Passwords**. To the right, under **Password Options**, make sure that **AutoFill Passwords and Passkeys** and **iCloud Keychain** (and any preferred browser you may have) are all enabled.

MAC: Open **System Settings** . Under **General**, click on **Autofill & Passwords**, make sure that “**AutoFill Passwords and Passkeys**” and “**Passwords**” (or **iCloud Keychain** or **Access codes**) are all turned **on**. Similarly, under “**Touch ID & Passwords**”, make sure to turn on **unlocking your Mac** and **autofilling passwords**.

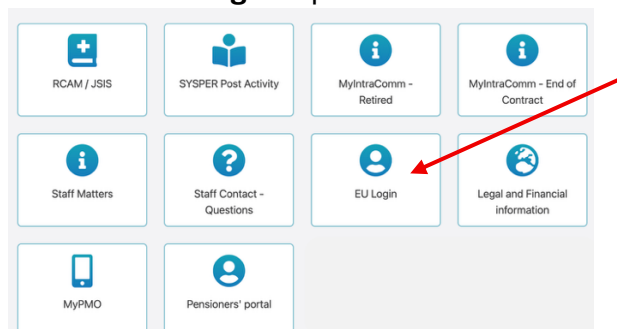
2. ENABLING YOUR TPM FOR EU LOGIN (**WINDOWS AND APPLE**)

Launch <https://myremote.ec.europa.eu/>. Enter your email address and your EU Login password on request. Update your EU Login password if required (*if you forgot it, click on [Lost your password?](#) to reset it. It must contain **at least 10 characters**, including lower-*

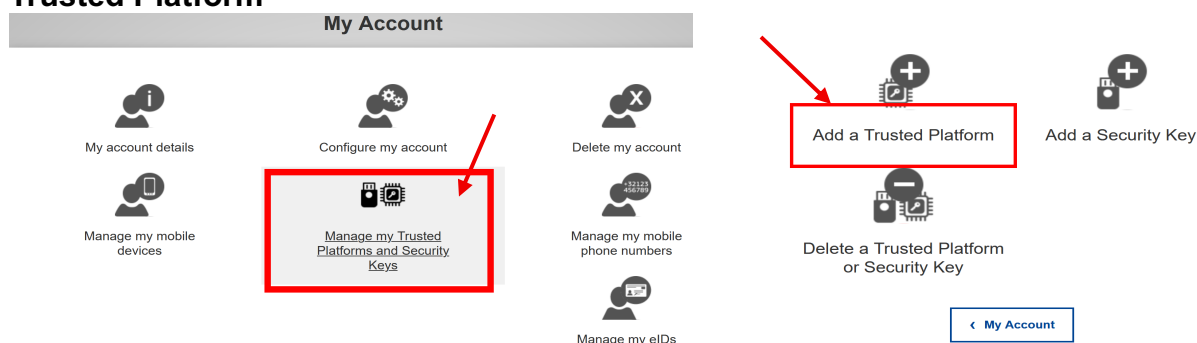
and upper-case letters, numbers and special characters (-, ?, &, % ...). **Tip:** start it with the current **year and month**, followed by your preferred (permanent) password, such as **25-08Ukraine** (if created in August 2025).

3. Next, check that your **verification method** is set at a method you activated previously (**not SMS or Password!**) and click **"Sign in"**. If required, click on the arrow in the black box to find it in the drop-down menu. Click on it and then click **"Sign in"**.

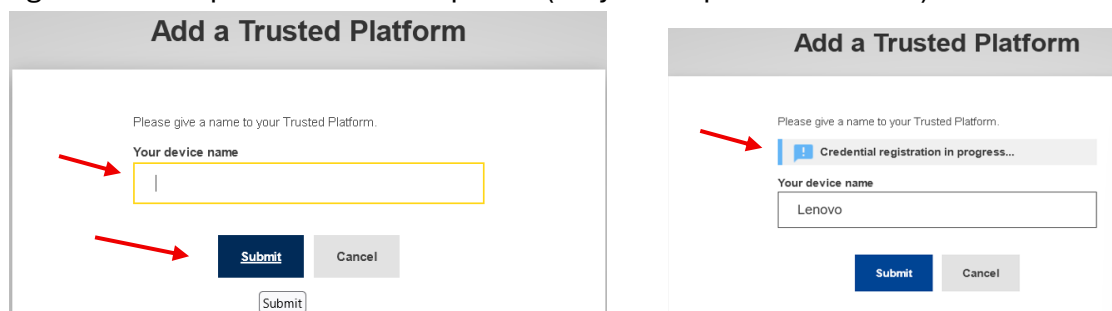
4. After authenticating using your existing verification method, you will now see the Welcome Screen of MyRemote. Click on the **"EU Login"** option.



5. Click on **"Manage my Trusted Platforms and Security Keys"** and next, on **"Add a Trusted Platform"**



6. Give your device a name (**Lenovo, MacBook ..**) and click **Submit**. You may see a screen saying **"Credential registration in progress"** – WAIT and do NOT CLICK on Submit again until the procedure is completed (may take up to 30 seconds).



At this point, details may vary between Windows and Apple – here a Windows PC is used. If you receive a pop-up message that **"ecas.ec.europa.eu is requesting extended information"**, click **"Allow"**.

7. You will now be asked to authenticate. Use your usual screen lock (Windows Hello code or biometric).

8. You will then receive a message that a Trusted Platform was successfully linked to your EU Login account.

9. USE WITH EU LOGIN

Launch for instance <https://mypmo.europa.eu/>. Enter your email and EU Login password if prompted and select "**Trusted Platform or Security key**" as your verification method. Authenticate using your usual code, fingerprint or facial recognition, and you are in!

10. EU LOGIN PASSWORD

By enabling a Trusted Platform, you authorise Windows/Apple to administer your access codes and passwords. Whenever your EU Login password needs updating (every 6 months), you will need to make sure that it is updated at the same time in your passwords folder/keychain under **Settings** in your device.